

CITY OF NEWARK  
Delaware

RFP – 13-03

CONSULTING SERVICES AND MANAGEMENT OF INFORMATION TECHNOLOGIES  
(IT) DIVISION'S NETWORK OPERATIONS

CITY OF NEWARK  
Delaware

RFP – 13-03

CONSULTING SERVICES AND MANAGEMENT OF INFORMATION TECHNOLOGIES  
(IT) DIVISION'S NETWORK OPERATIONS

NOTICE

The City of Newark will accept sealed proposals for Consulting Services and Management of Information Technologies (IT) Division Network Operations. Proposals will be received in the Purchasing Office, Newark Municipal Building, 220 South Main Street, Newark, Delaware 19711 until 2:00 p.m., Tuesday, July 23, 2013.

Copies of this request may be obtained from the Bids/Proposal Opportunities section of the City of Newark website: [www.cityofnewarkde.us](http://www.cityofnewarkde.us)

## CITY OF NEWARK

Delaware

RFP – 13-03

### CONSULTING SERVICES AND MANAGEMENT OF INFORMATION TECHNOLOGIES (IT) DIVISION'S NETWORK EQUIPMENT AND OPERATIONS

#### A. PURPOSE AND INTENT

The Information Technologies Division (the Division) is responsible for the planning, design, deployment and operation of the City of Newark's IT operations. To accomplish these tasks, the Division plans to utilize professional services to manage and oversee the needs of the network city-wide.

#### B. SCOPE OF SERVICES

The scope of services required by the City in connection with this Request for Proposal covers the entire spectrum of anticipated work completed by the consulting firms. The services provided should include, but need not necessarily be limited to, the following:

1. Existing Technical Environment:
  - a. Virtual & Physical Server Environment – 25 servers
  - b. 150 users
  - c. Two (2) separate Networks (Public Safety & City Administration)
  - d. MS Exchange 2013
  - e. Active Directory
  - f. Windows Networking
  - g. Barracuda Spam Filter
  - h. Sonic Firewalls & VPN
  - i. Aerohive Wireless
  - j. Evault Backup and Recovery
  - k. Cisco Switches
2. Patch management of the network(s) shall be scheduled in advanced, as well as occur during non-peak business hours of operation. It is expected the firm shall complete these tasks during early morning, late nights and/or weekends.
3. In the event of off-hour outages that require on-site repair to the network(s), the firm shall have a response time of 60 minutes or less. Off-hours for the purpose of this proposal shall be hours prior to 8:00am, and after 5:00pm, Monday-Friday, and Saturdays and Sundays.

4. General Daily Tasks may include, but not limited to:
  - a. Assist with Help Desk – Tier 2/3 escalation; will direct end user support as well as knowledge transfer.
  - b. Maintain Microsoft Active Directory management.
  - c. Analysis and make recommendations on growth and improvement of the systems/network resources
  - d. Installation, troubleshooting of network and operating systems, as well as physical and virtual servers.
  - e. Develop, implement and maintain network procedures and drawings.
  - f. Monthly maintenance and patching as enumerated in Section B2 above.
  - g. Physical labor as needed for items including move servers, trace cables, run new cables or remove old cables.
5. Non-technical expectation of high customer service is expected, that includes strong communication skills (written and verbal), presentation skills, self-motivated staff members with analytical problem-solving skills, and extreme detailed documentation skills.
6. Technical experience with the following is desired:
  - a. Microsoft Active Directory
  - b. Windows Networking
  - c. General TCIP Networking, Dynamic Routing
  - d. Server Virtualization
    - i. VMWare
  - e. SAN Management
  - f. Firewall Management
  - g. MS Exchange 2013
  - h. Windows 2003 & 2008 OS
  - i. Knowledge of the following a plus:
    - i. Linux Redhat
    - ii. Cisco Switches
    - iii. Aerohive Wireless
    - iv. Tropos Wireless Mesh Networks

**THIS AREA LEFT INTENTIONALLY BLANK**

## C. QUALIFICATIONS

The written proposal shall, at a minimum, include the following information:

1. The firm name and contact person, together with the address, telephone number, facsimile number and email address of the office from which the services will be provided.
2. A brief history of the firm (limit three (3) pages), including organization structure, location(s) of management, and experiences.
3. A description of the services, with a strong preference relating to the governmental sector, which the proposer is capable of providing, together with an explanation of how these services might best assist the City. If feasible, please provide a brief description and credentials of the principal assigned staff member(s) that would fulfill the scope of services.
4. Documentation listing of engagements over the past five (5) years.
5. A list of references the City may contact in order to assist in the evaluation of your past performance. Preference towards governmental agency references; provide at least three (3) references. For each reference listed, the information provided should consist of the following:
  - (1) Name and position title.
  - (2) Telephone number and/or email address of your contact person.
6. A statement to the effect that the selection of the proposer shall not result in a conflict of interest with any other party which may be affected by the work to be undertaken. Should any potential or existing conflict be known by a proposer, said proposer must specify the party with which the conflict exists or might arise, the nature of the conflict, and whether or not the proposer would step aside or resign from the engagement or representation creating the conflict. (The City reserves the right to select more than one firm to perform the required services to avoid conflict of interest and other similar occurrences.)
7. Demonstrate ability to meet qualifications enumerated in Section B6, above.
8. Any additional information that you feel will be beneficial to the City in evaluating your qualifications to provide Management and Consulting Services to the Division's Network.

D. GENERAL REQUEST FOR PROPOSAL INFORMATION

1. Questions - Any questions concerning the technical aspects of this RFP should be directed to Andrew S. Haines, Deputy City Manager, at 302-366-7026 or [ahaines@newark.de.us](mailto:ahaines@newark.de.us). Questions regarding the submission of RFPs or procedures of evaluation should be directed to Cenise Wright, Purchasing Administrator, at 302-366-7022 or [cwright@newark.de.us](mailto:cwright@newark.de.us).
2. Rejection of Proposals - The City reserves the right to reject any or all proposals if deemed to be in the best interest of the City to do so. The City shall have the full authority to award projects to the consulting firm who best meets the specifications and conditions of this RFP.
3. The City reserves the right to enter into contract with more than one firm in order to avoid potential conflict of interest issues and to ensure that the City receives adequate representation to perform the scope of services involved with each project.
4. Revisions to RFP/Addendum - In the event it becomes necessary to revise any part of the RFP, revisions will be provided to all consulting firms that received the initial RFP in the form of an addendum. Firms are responsible to confirm receipt of all addenda prior to proposal submittal.
5. Assignment – The firm shall not assign any interest in the contract, and shall not transfer any interest in the same without the prior written consent of the City.
6. Acceptance of Proposal Content - The contents of the proposal of the successful consulting firm will become a part of any agreement as a result of these specifications.
7. Termination of Contract - If through any cause, the firm selected shall fail to fulfill the obligations agreed to in a timely and efficient manner, the City shall have the right to terminate the contract by specifying the date of termination in a written notice to the firm at least thirty (30) days before the termination date. In this event, the firm shall be entitled to just and equitable compensation for the work satisfactorily completed.
8. Accounting Records – Individual work orders will be negotiated based on the submitted “Basis for Fees”.
9. Ownership of Material - Ownership of all data, material, and documentation originated and prepared for the City pursuant to this proposal or any subsequent agreement shall be transferred to the City upon completion of the work. This documentation shall include both hard copies and electronic documentation.

10. Approval – In the event that City Council is required to approve the award of this Request for Proposal, the selected consulting firm(s) may be required to attend the Council meeting to address any questions.
11. Term of Contract – The length of the contract will be for one (1) year. By mutual consent of the contracted firm(s) and the City, the contract may be renewed or extended for additional one (1) year periods, not to exceed a total of four (4) years. This option shall be exercised only if agreed to in writing by both parties and approved by the City Manager and/or City Council where applicable.

E. PROPOSAL REQUIREMENTS/EVALUATION CRITERIA

Proposals will be evaluated according to the following criteria. The City of Newark reserves the right to reject any and all proposals received and to award the contract for project services to the firm or firms whom the City of Newark believes will offer the best value on this project.

Factor

- Reputation and experience of the firm(s) in connection with network management services.  
Point Range 0-30
- Organizational structure of firm.  
Point Range: 0-15
- Qualifications of staff to be assigned. Education, position in firm, and type and years of experience will be considered, as derived from the written proposal.  
Point Range: 0-25
- Responsiveness of the written proposal in clearly stating an understanding of the work to be performed, as outlined in the scope of services portion of this Request for Proposals.  
Point Range: 0-20
- Location of office performing work.  
Point Range: 0-10

**Maximum Points: 100**

F. BASIS FOR FEES SUBMISSION

In a separate envelope (see Section H for details) provide a “Basis for Fees” in sufficient detail to provide the broad array of services anticipated in this solicitation.

G. EVALUATION COMMITTEE

The proposals will be evaluated by a Committee.

H. DEADLINE FOR SUBMISSION AND NUMBER OF COPIES REQUIRED

1. **In one sealed envelope, five (5) copies of the Proposal marked “RFP 13-03, CONSULTING SERVICES AND MANAGEMENT OF INFORMATION TECHNOLOGIES (IT) DIVISION’S NETWORK OPERATIONS”, are required.**
2. **In another separate and sealed envelope, two (2) copies of the cost proposal marked “BASIS FOR FEES RFP13-03, CONSULTING SERVICES AND MANAGEMENT OF INFORMATION TECHNOLOGIES (IT) DIVISION’S NETWORK OPERATIONS.” This envelope will not be opened until Firms have been ranked. Cost will not be a determinant for selection.**
3. Both envelopes must be received in the Purchasing Office on or before 2:00 p.m. on Tuesday, July 23, 2013. City of Newark, Purchasing Office, 220 South Main Street, Newark, Delaware 19711.

I. REQUIREMENTS

1. Insurance and Indemnification – the selected firm shall provide evidence of professional liability insurance as well as acceptable certificates of workers' compensation, auto liability and general liability.
2. The firm shall solely be responsible and liable for the accuracy and completeness of all work performed and shall agree to indemnify, defend and hold harmless the City of Newark, its officers, agents and employees, from and against any and all claims, actions, suits and proceedings arising out of, based upon or caused by negligent acts, omissions or errors of or the infringement of any copyright or patent, by the firm, its officers, agents, employees in the performance of the contracted agreement.
3. Further, the firm recognizes that the City of Newark is not in the business of preparing specifications, and any omissions in this Request for Proposal must be strictly addressed by the firm with the submittal of its proposal.
4. The firm shall comply with all current federal and state nondiscrimination and equal opportunity status and policies and agrees to not hold the City of Newark liable for any inadvertent action by the firm which conflicts with such statutes and/or policies.
5. Any proposal may be withdrawn until the date and time stated above for the opening of the proposals. Any proposals not so withdrawn shall constitute an irrevocable offer to sell to the City the services indicated for a period of ninety (90) days, or until one or more of the proposals have been accepted by the City, whichever occurs earlier.